

## STATEMENT OF WORK

Title of Work Assignment: HEADQUARTERS OPERATIONS SUPPORT  
AND GENERAL CONTRACT ADMINISTRATION  
(10-01-96 through 09-30-97)  
Work Assignment Designation: 97-01

The Enterprise Technology Services Division (ETSD/OIRM) Telecommunications Services Contractor will provide a full range of support to the EPA telecommunications operation based in Washington, D.C. Most contractor staff performing work under this work assignment will be based in the Washington Telecommunications Center (WTC), a contractor-leased facility on the street level of Waterside Mall. The contractor will provide office space to no more than five NPD Telecommunications Branch staff members, including the Project Officer and Deputy Project Officer, whose functions include monitoring and evaluating contractor performance. Specific tasks to be performed in each of the following functional areas will be documented in a detailed contractor Management Work Plan that will be considered an attachment to this Work Assignment after approval by the EPA Project Officer. Major projects will be documented, and information on Headquarters support activities will be presented weekly and monthly in formats approved by the Project Officer.

The following section on Contractor Identification applies to all Work Assignments issued under Contract 68-W2-0013. The following sections on Performance Monitoring and Acceptance Standards apply to all Work Assignments performed in the Washington, D.C. metropolitan area. On all Work Assignments, the contractor may not report idle time as billable hours; all cost billed to the Agency on this contract must represent work performed under an approved Work Assignment.

In addition to this work, the contractor will complete work on assignments made during the previous periods which has been scheduled to extend into this period and for which funds have been identified.

### CHANGES FOR FY 1997

Effective October 1, 1996, the most of the work performed by the Enterprise Technology Services Division is expected to be funded through the Agency's Working Capital Fund. If the WCF funding process is not implemented on October 1, 1996, the funding and reporting instructions appearing in the most recent version of Work Assignment 96-01 would remain in effect.

The FY 1996 categories of work have, for FY 1997, been reorganized into formal Sections which are related to WCF service offerings.

The Government expects to adjust Section designations as Services are added or redefined. The contractor will report a monthly cost for each Section in its formal monthly report, and will designate each Section's cost to appropriate Service offerings in accordance with the following instructions.

Before October 1, 1996, the Project Officer will advise the contractor's Project Manager of a target expenditure rate in each service area for October and, where possible, for the average subsequent month. The contractor will manage its billable costs to the target rate for each service area, and will take particular care that its total monthly cost for all services will not exceed the Project Officer's target monthly total for all services combined.

The contractor is expected to incur costs in the following WCF service and overhead areas from the beginning of FY 1997:

<u>PCAS Code</u>	<u>Description of Area</u>
DE	Hq Desktop Connectivity
G0	Hq Services Overhead
G6	Secure Telecom Center
G7	Radio Frequency Services
LC	International Telephone Credit Cards
LE	International Direct Dial and Special Services
NA	Audio Teleconferencing
NB	Video Conferencing
NC	Voice Processing Applications
TB	Voice Telecom Engineering Services (WA 97-04)
TC	Hq Support Projects
TD	Field Services (WA 97-05)
YA	Hq Dialtone and Maintenance
YB	Hq Voice Mail
YC	Hq Cellular Services

[Note: The bulk of the costs relating to maintenance of the Headquarters telecommunications infrastructure through Contract 68-W2-0013 will be charged to YA.]

The contractor will submit to the ETSD WCF staff monthly workload reports in the format-of-record for all services for which it has primary operational and maintenance responsibility. These services carry PCAS designations LC, LE, NA, NC, TB, TC, TD, YA, YB and YC. The contractor may be directed during the period of this work assignment to prepare additional reports in support of WCF operations, and to modify existing automated systems to support production of these reports.

The contractor's monthly progress report will clearly document: (1) cost associated with each project in TC and for projects for which they are responsible in TB; (2) costs of each Section of TD (which corresponds to the Sections of Work Assignment 97-05); (3) costs of each Section of Work Assignment 97-01, the cost of each Service in

each multi-Service Section, and the total cost of each Service in this Work Assignment; and (4) costs of each Section of Work Assignment 97-04. [Note: Cost of work performed for the New Headquarters Project will be reported as project(s) under TC.]

## **PERFORMANCE MONITORING**

Progress in and detailed milestones for projects and activities in each of the specified work areas will be documented in reports presented to the Project Officer for discussion each Wednesday and Thursday morning at 8:00 a.m., or at another time specified by the PO. The contractor's management will present information on activity milestones, accomplishments, problems and solutions at these times; the PO and EPA management officials will provide any needed direction at these times, and this direction will be documented in a weekly statement from the PO to the DynCorp Project Manager called "Project Officer Technical Direction". Milestones for completion of deliverables will be approved at these times, or in other meetings scheduled by the Headquarters Services Branch staff.

The PO and the other Federal Performance Monitors (the Deputy PO, the Headquarters Telecommunications Supervisor, and the Deputy Chief, Telecommunications Branch) will provide direction only in the following ways:

- ▶ By work assignment document, including amendments to previously issued documents and other referenced documents;
- ▶ By Telecommunications Service Request, or through one of the trouble reporting systems;
- ▶ By review and adjustment of project-related deliverables such as project plans, work orders to third parties, correspondence, and procurement support documentation;
- ▶ By oral instruction to the DynCorp Project Manager, Deputy Project Manager, Manager of Headquarters Projects, Manager of Headquarters Operations, Manager of Support Services, and Manager of National Operations (in RTP). These instructions must be consistent with all aspects of the Contract and the approved Work Assignments, and confirmed through Project Officer Technical Direction (cf: Clause H.21);

To complete major projects in the Washington Metropolitan area, the contractor will be required to coordinate efforts with ETSD's Primary Support Contractor, General Services Administration, Bell Atlantic Corporation, EPA's Facilities Management and Services Division, and the management of the various leased buildings in which EPA occupies office space.

The Wednesday report will cover all activities relating to major installations, technology development, and voice mail projects. The Thursday report will cover customer and support services activities, and any important purchase or funding issues.

All project documentation, technical publications and reference and training materials, manuals and guides, and software obtained by the contractor during performance of this contract are the property of the Environmental Protection Agency. All of these materials which are in paper form will be maintained in the contractor's library in an order in which they can be readily retrieved, and to which the Federal staff will have ready access. The contractor will maintain a listing of all software in their possession, and its location.

#### **CONTRACTOR IDENTIFICATION**

While performing work under this contract, all contractor personnel will display identification which indicates their employment affiliation. This requirement may be fulfilled by wearing an EPA-issued building pass or identification card where it can be seen during face-to-face conversation, by wearing a shirt which displays the contractor's corporate name on the front or shoulder, or by occupying an office or facility clearly marked with the contractor's corporate name. The Washington Telecommunications Center, the Secure Telecommunications Center, and the warehouse spaces used by the contractor will be clearly signed as contractor-occupied facilities. Within one week of permanent departure from work performed through this contract, a contractor employee's EPA-issued contractor identification badge will be returned to the Project Officer or, for contractor employees who have been working outside the Washington Metro area, to the Federal badge sponsor.

#### **SECURITY**

The contractor is responsible for all aspects of security for the Washington Telecommunications Center on the commercial Mall level, the Secure Telecommunications Center, and all contractor-operated warehouse and storage space. Security is of particular importance to the Government, as the contractor is responsible for equipment worth several hundred thousand dollars in a facility located in a high crime area. The contractor is expected to maintain fully functioning monitoring, locking and alarm systems which will deny entry to unauthorized persons at all times, and to arrange for

effective support from the commercial guard service which patrols Waterside Mall. The contractor will make arrangements with appropriate vendors that will support immediate repairs or needed improvements to all critical security systems, and will take immediate action to solve any security problems that arise during the period. The contractor will continually monitor the status of all equipment and material for which it is responsible, so as to be aware if a security breach has resulted in a loss; the contractor will report all such losses to the Project Officer immediately.

## **ACCEPTANCE STANDARDS**

The Government will use the Enterprise Technology Services (ETSD) policies, standards and procedures published or referenced in the ETSD Operational Policies Manual as acceptance standards for work performed through Contract 68-W2-0013 in the Headquarters. It will also use other Agency and Government publications which generally guide the conduct of business in EPA, such as the Government Style Manual. In particular, the policies, standards and procedures relevant to activities under this contract appear as ETSD Operational Directives for EPA Headquarters operations, and cover:

- 340.01 Program Management
- 340.02 Equipment, Services and Support
- 340.03 Service Requests
- 340.04 Trouble Reporting
- 340.05 Service Request and Trouble Reporting Quality Control
- 340.06 Program Office Acquisition of Telecommunications Equipment, Services, and Support
- 340.07 Voice Processing Systems
- 340.08 Locator Service
- 340.09 Telephone Directory
- 340.10 Domestic Telephone Credit Cards and Authorization Codes
- 340.11 Audio Teleconferencing Center
- 340.12 Print-Sharing Services

All work assigned to and performed by the contractor will be in conformance with the policies of EPA Manual 2100 - Information Resources Management Policy.

The Work Assignment Monitors on all active Work Assignments will evaluate performance through a combination of actions: participation in scheduled, periodic meetings and examination of periodic reports; customer surveys and examination of complaints and commendations; and spot checks of contractor performance. The contractor will make available to the Work Assignment Managers records and materials requested by the WAM so that performance evaluations can be completed.

## **OVERTIME**

All overtime expenditures on Work Assignment 97-01 must be specifically approved by a Federal Work Assignment Manager or, if a

Federal WAM can not be contacted, result from a service emergency identified by an DynCorp manager. All such service emergencies will be reported to the Project Officer by the next business day. Approval of the weekly "Resources Available" report by the Work Assignment Manager constitutes necessary WAM approval.

## **ASSIGNED WORK**

The contractor will perform the following assignments which have been reorganized for FY 1997 to conform to Working Capital Fund service offerings as coded at the beginning of each of the sections. The contractor will charge its space rental costs (i.e. Washington Telecommunications Center and warehouse space) as specified:

### **SECTION 1: BLUE CHIP SUPPORT. Charge 100% to YA.**

The contractor, while controlling work through the standard Telecommunications Service Request (TSR) and trouble reporting and repair tracking systems, will provide expedited services to the Office of the Administrator, the Offices of Associate and Assistant Administrators and selected Office Directors such that the environmental mission of the Agency is not adversely affected by the absence of appropriate telecommunications services. The contractor will designate three staff, including one Technician, to track and coordinate all installation and maintenance work required by the EPA executive offices and to insure that it is performed correctly and in a timely manner. The contractor will perform daily inspections of service in the senior staff offices on floors 11 and 12 of the West Tower, WSM, and inspections no less frequently than weekly of service to the offices of all the Associate and Assistant Administrators.

### **SECTION 2: HQ CELLULAR SERVICES. Charge 100% to YC.**

The contractor will administer all aspects of the D.C. Metro-area cellular equipment and services contract which it has awarded until January 1, 1997. The Government may extend this work through Technical direction on a month-to-month basis for the duration of the period of performance. The contractor will advise program offices on ordering, obtain sufficient incremental funding from the ordering programs to cover the full cost to the Government of the cellular equipment and services contract, and place and track all orders for equipment, service and covered maintenance.

### **SECTION 3: COMPUTER SUPPORT. Charge 100% to YA.**

The contractor will maintain the various computer-based systems it is required to use to perform its functions:

- ▶ Telecommunications Services Request (TSR) tracking, and related scheduling systems.

- ▶ Trouble reporting and trouble resolution tracking systems.
- ▶ Headquarters locator systems, and systems used to support publication of the Headquarters Telephone Directory and for validating line inventory data.
- ▶ National locator systems which are in operation in Washington and, as VABS services, at other sites. Development work is described in the NATIONAL LOCATOR section.
- ▶ Systems for tracking telecommunications costs, and for maintaining inventory of telecommunications equipment, lines, circuits and supplies used in Headquarters Operations.
- ▶ Systems used for tracking, allocating, and controlling telecommunications costs generated by individual users and by programs, including TBATS.
- ▶ Systems used to develop reports on workload and cost required to support operation of the EPA Working Capital Fund.

The contractor will continue its analysis of the existing systems supporting TSR tracking, line inventory control, trouble reporting, service/help desk functions, financial controls, and interfaces with BAOSC 2000 to identify evolving core requirements, document information flow and baseline comprehensive system requirements. Changes to the TSR system recommended by report and accepted by EPA will be implemented in accordance with Government-approved project plans.

The contractor will maintain a support service structure to resolve computer-related problems in the WTC, including LAN administration and equipment troubleshooting.

SECTION 4: COST AND EXPENDITURE TRACKING (including property control). Charge 100% to YA.

The contractor will track all expenditures initiated by the Washington staff of the ETSD telecommunications activity , including preparation and monitoring of purchase requests and other obligating documents; and perform analysis of expenditures including trends in recurring costs and sufficiency of funds allocated through the Division's tracking and control systems. During the first week of every month the contractor will provide the Project Officer with a summary of workload and costs accumulated against the various WCF Services. The contractor is responsible for planning and monitoring expendable supplies for use in Headquarters to assure adherence to budgets and to meet

operational requirements.

The contractor will operate and maintain a two-location warehouse for telecommunications equipment and supplies. The active warehouse is located in Government-provided space in Room G-100 of Waterside Mall, and a storage facility is located in a Government-provided space entered from the Waterside Mall commercial garage. The contractor will control distribution and receipt of all equipment, and prepare monthly inventory status reports for the PO in accordance with written procedures approved by EPA.

The contractor will provide the PO monthly reports detailing recurring and one-time charges for both the current and prior fiscal year. The contractor will also identify approaches to obtaining and utilizing call accounting information concerning long distance calls originating in EPA's WITS locations, and provide periodic status on progress toward this goal.

The contractor will operate the monthly domestic telephone credit card usage verification cycle, and report instances of improper use to the Federal telecommunications staff. The contractor will also handle distribution of these cards to users in Headquarters and other locations as directed.

The contractor will revise the workload capture and reporting systems to comply with workload compilation and billing system requirements of the Working Capital Fund, and to feed workload and cost information into the WCF accounting system as it is implemented. The Project Officer expects to receive from the WCF staff a series of instructions on system revisions which will be provided to the contractor with Technical Direction on required actions.

The contractor will complete funded procurements authorized in previous Work Assignment amendments and described in contractor Work Plans of record.

#### SECTION 5: DIRECTORY SERVICES. Charge 100% to YA.

The contractor will compile and prepare for publication the EPA Headquarters Telephone Directory. This includes daily updating of the Headquarters Locator data base with information provided by Headquarters Administrative Officers in accordance with established procedures. It also includes periodic updating of the organizational, subject, field and general information sections. Any additional publications will be specified through technical direction. In addition, the contractor will continue to support development of commercial Blue Pages and EPA Yellow Pages as specified in separate project plans.

The Government intends to publish a full Directory after the initial post-election changes (March/April), and may require a second Directory of supplement late in the Fiscal Year.



Authorization to prepare a Directory will be given through Technical Direction.

SECTION 6: HEADQUARTERS OPERATIONS. Charge defined projects to TC. If not a defined project, charge data infrastructure work to DE ; and all other work to YA unless otherwise specified by the WAM. Charge 50% of all space rental costs to YA, 10% to DE, and 10% to TC.

The contractor is required to provide telecommunications installation and maintenance services in about 10 buildings in the Washington, D.C. area. The contractor will maintain records of vehicle use which are sufficient to support the distinction between actual direct costs incurred while transporting staff and materials on behalf of EPA work, and all other uses.

As permitted under the composite guidance, the contractor will design, install, relocate, remove and maintain telephone and data services as well as wire and cable in all Headquarters buildings as directed by Agency project plans, Telecommunications Service Requests (TSRs), and trouble repair requests. All requests for services submitted through the Telecommunications Services Request (TSR) process will be approved by an EPA official who is a WAM. The contractor will suggest improvements in maintenance and repair support levels, and, with EPA approval of revised procedures, will implement improvements to reduce repair times and improve quality of this service. The contractor, upon completion of installation work, will leave each area clean and free of debris. When working overhead, installation personnel are expected to provide protection (e.g. drop cloths) to the working areas below.

The contractor will operate and improve the systems whereby all EPA program offices can document their requirements for additions to, relocation, removal or repair of telecommunications services to the contractor through the WAM. These systems will permit the EPA Telecommunications Branch to monitor the status of all work in progress, and to assess the satisfaction of EPA program offices with completed work. The contractor will coordinate joint or associated activities with NDPD's Primary Support contractor. The contractor will utilize automated TSR coordination and notification processes wherever possible.

The contractor will continue a project to survey Waterside Mall cable installation (overhead cable) and correct all inappropriately installed cabling. All cables shall be secured to the ceiling and not resting on HVAC ducts or tied to ceiling supports, conduit, or sprinkler heads.

The contractor will be required to respond to a variety of requests for information or assistance coming from the various EPA Headquarters program offices and approved by the WAM. Program office inquiries may be concerned with technology, policy or services. The contractor will notify the EPA Headquarters

Telecommunications Supervisor of such requests, and will respond to such requests in a timely manner.

Where EPA requires contractor support of major projects such as occupancy of new sites or renovation of large, previously occupied areas, the contractor will prepare detailed project plans including milestones for review of design documents (including plans, specifications and estimates of cost) and for completion of stages of the physical work.

A listing of major projects underway at the start of this period of this work assignment or expected to begin during the period is provided as **Attachment A**.

The contractor will assess user requirements by review of program office written submissions and by direct contact with program office representatives. The contractor will maintain complete records of work in progress, including utilization of the approved TSR, CPM and Voice Trouble Reporting Systems. The contractor will maintain records of work by EPA program office (by Allowance Holder/Responsibility Center and/or mail code) so that the Government will have access to a profile of the telecommunications services provided to each office. The contractor will operate under the detailed NDPD Operational Policies and associated procedures published by NDPD.

The contractor will perform all installation, relocation and removal work in a neat manner, in accordance with building code, and will keep all telephone closets and storage areas clean and orderly.

SECTION 7: INTERNATIONAL CONTRACT ADMINISTRATION Charge 50% to LC, and 50% to LE.

Under procedures established by the EPA Project Officer, the contractor will provide administrative support to the operation of the Agency's International Services Contract 68-W2-0022 with MCI. The contractor will process international services telephone credit cards, track and verify use of the international dial packet service, and maintain records of each program's funding and use of these services to insure full reimbursement to NDPD. The record of international services use will be provided to the Working Capital Fund billing process in accordance with WCF instructions.

SECTION 8: LOCATOR. Charge 100% to YA.

The contractor will operate the EPA's Washington directory assistance activity (Locator), answering calls placed to (202)260-2090 which request information on EPA telephone numbers and addresses, organizations, locations of functions and activities, and sources of programmatic information. The contractor, using the capabilities of the Government-provided call sequencer, will report weekly to the PO on the number of calls received each day and

intervals between initial call receipt and contact with an operator. This interval should rarely exceed one minute.

In accordance with EPA's plan approval of December 1994, the contractor will complete implementation of an Interactive Voice Response service which callers to (202) 260-2090 and/or other numbers can use to reach automated national locator data which matches names and locations with telephone numbers.

SECTION 9: MANAGEMENT SERVICES. Charge 100% to YA.

To perform many of its assignments, the contractor will be required to prepare documents. These documents will conform to EPA and ETSD standards, and will be free from spelling, punctuation and grammatical errors. Copies will be filed, retained and disposed in accordance with EPA's records management manual.

The contractor will prepare correspondence, notices, and briefing materials representing products of its work efforts. These items will be submitted to the EPA staff as deliverables for review and acceptance, and photocopied and mailed as appropriate. The contractor will maintain mailing lists of contacts for specialized mailings such as locator and directory data review requests, instructions to Administrative Officers, and teleconferencing users.

SECTION 10: NATIONAL LOCATOR. Charge 100% to YA.

The contractor will support the established data collection and publication cycle for the National Locator system which includes monthly updates for all locations, and weekly updates for the Headquarters locations and RTP. The contractor will expand National Locator data coverage to additional sites which meet the criteria for collecting and updating this data.

The contractor will proceed with development of National Locator version 3.0, which will reside on an Oracle platform. The contractor will continue to implement Section 4.2 of its May 1, 1995, project plan "Adding Email Names to EPA National Locator," and during this evaluation period will report in the Thursday project review on the specific actions required to move forward on Section 4.3 and 4.4. The contractor will prepare milestones for Sections 4.3 and 4.4.

The Government envisions that the first functional module of National Locator Version 3.0 will provide access to name-telephone number-location-E/C information. Subsequent modules will include organizational, field and subject directory information. Contractor staff will receive appropriate training in design and implementation of Oracle systems through EPA Contract 68-W2-0033.

In all National Locator development work the contractor will observe the objectives of inclusion of alphabetical, organizational

and subject listings in version 3.0; synchronization of the locator and electronic mail directories; and uses of the National Locator in Government-wide and public access servers.

The contractor will continue to support EPA OIRM's effort to publish electronically both the Headquarters Telephone Directory and the National Locator information for access by Internet users. The contractor will report development of NL 3.0 and electronic publication capability at the Thursday status meeting.

SECTION 11: PREPARATION OF PROCEDURES AND USER GUIDES. Charge 100% to YA.

The development of procedures and user guides assigned during this period by the PO will conform to the standards established in the Quick Reference Guide to Audio Teleconferencing (or to other format standards as approved by the Project Officer), and to the EPA printing management manual. Specific development activity will be detailed through the Project Officer Technical Direction statement provided periodically to the contractor. During this period the Government expects no activity in this area.

SECTION 12: PROCUREMENT SUPPORT. Charge defined Headquarters projects to TC, and defined field projects authorized under TA and TD to their respective Services. Charge the remainder to YA and DE.

In accordance with Section C.4.7 the contractor will execute procurements as directed in Work Assignments and by written consent of the Contracting Officer. Procurements of less than \$2,500 can be supported solely by Project Officer approval documentation. Competition will be documented through Determinations of Procurement Award and will be supported by approved Project Plans or similar records. The contractor will maintain full documentation of orders placed, and equipment and materials received.

SECTION 13: RADIO FREQUENCY MANAGEMENT. Charge 100% to G7.

The contractor will develop all radio frequency and call sign requests which the Telecommunications Branch staff determines will be submitted to the National Telecommunications and Information Administration, and will coordinate all Five Year Frequency Reviews scheduled by NTIA. The contractor will also assist all EPA locations in identifying frequency and radio equipment requirements, in preparing documentation evaluating and supporting, where approved by Telecommunications Branch staff, frequency requests and RF transmitter equipment purchases, and in working with NTIA staff to complete frequency assignment actions. The contractor will evaluate and develop responses to interagency proposals concerning radio frequency, satellite communication, cellular telephone and related technologies, and will establish a process for certification of cellular telephone bills in

Headquarters.

SECTION 14: SECURE TELECOMMUNICATIONS CENTER. Charge 100% to G6.

The contractor will operate the EPA Secure Communications Center located in the Lower Concourse at Waterside Mall. The Center generally will be in operation Monday through Friday excepting Federal holidays between 8:00 a.m. and 4:30 p.m. However, as the Government is funding the hours for approximately two positions working in the Center and as these positions must have security clearances, the Government recognizes that the contractor may have to close the Center for portions of days if staff is not available. The contractor must notify the EPA Performance Monitor, Deputy Branch Chief, or EPA Project Officer, in that order of preference, if such closure is required. The Government may occasionally require extension of the stated service hours to meet emergency requirements.

The contractor will receive, transmit, and control classified message traffic. Messages will be received from the Departments of State and Defense, and be provided to the Office of International Activities and other organizations which are in full compliance with EPA's classified document security procedures. Received unclassified message traffic of types specified by the Work Assignment Manager will be forwarded from the Secure Telecommunications Center to program office local area networks through the Headquarters Backbone facility.

Personnel assigned to the Secure Telecommunications Center must possess an active Secret security clearance. The supervisor of the Center's supervisor must also have a Secret security clearance.

If the Secure Telecommunications Center is closed for any reason, the contractor will remain fully responsible for all aspects of security relating to the facility, including its space, equipment, keying material, and documents. The contractor will insure, in event of closure, that all keying equipment be returned to the National Security Agency in accordance with national security procedures.

Operations of the Secure Telecommunications Center will be governed by the most recent versions of the EPA Secure Telecommunications Center Standard Practice Procedures for Safeguarding Classified Material, including supplements concerning communications security procedures and communications security emergency procedures; the Secure Telecommunications Center Desktop Guide; the EPA Information Security Manual (EPA Directive 4850-2); DIA's Industrial Security Manual and communications security supplement; NSA's COMSEC Material Control Manual, policies on COMSEC Briefings (DOD 5220.22-S-1) and Minimizing Chances of Compromise (DOD 5220.22-M), and Facility Security Classification Specification (DOD form 254).

During this evaluation period the contractor will work with the Federal Work Assignment Manager to complete the procurement and testing of a cable filtering software to support message retrieval, manipulation, storage and display. The contractor shall provide a time line of events to make this happen. After Government procurement of a service, the contractor will be responsible for its installation in the STCC and operation.

The Deputy Project Officer will act as Work Assignment Manager and Performance Monitor.

SECTION 15: TECHNICAL EVALUATION. Charge defined projects to TC. If not a defined project, charge data infrastructure work to DE ; and all other work to YA unless otherwise specified by the WAM.

The contractor will perform research on specified telecommunications and information processing technologies, applications standards, and related management issues; evaluate alternative technical solutions and approaches; and make written recommendations to Telecommunications Branch staff. It will conduct tests of specified equipment, systems and services, and recommend use by EPA based on analysis of Agency technical requirements and planned funding. It will draft telecommunications and systems management procedures; prepare papers, presentations and briefings on the results of technical evaluations for NNDP officials; maintain a technical library for on-site EPA and contractor staff; and provide technical writing and editing support.

Technical evaluation activity will be continued or completed on:

[See Attachment A]

SECTION 16: TELECONFERENCING SUPPORT. Charge 100% to NA. Charge 10% of all space rental costs to NA.

The contractor will support users of teleconferencing services through operation of EPA's 240-port Multilink Model 70 teleconferencing bridge. It will schedule conferences, monitor use and quality of conferences, respond to requests for user support and provide training to users, and loan EPA-owned teleconferencing units to programs for temporary use. The PO will be provided with daily reports on volume of use and any technical problems with the equipment.

During this period the contractor will perform work in support of enhanced conferencing capability. To the extent supported by funding, the contractor will continue evaluation of audio and video conferencing technology and services, and actions to make the best

use of previous Agency investments in conferencing capability; assisting programs in implementing teleconferencing facility standards; and establishing a conferencing user education and awareness activity that involves user training, consultation services, and updating existing guides.

SECTION 17: VIDEO CONFERENCING. Charge 100% to projects established in TC unless otherwise instructed by the WAM.

The contractor will implement roll about video conferencing services for ordering program offices, including procurement, installation and training on video systems; support in setting up video conferencing facilities; and support in originating video sessions from the ETSD/HqSB video conferencing facility in the Washington Telecommunications Center. As ordered by program offices through Telecommunications Services Requests, the contractor will assist the program offices in obtaining video conferencing services to include multi-point and document conferencing capabilities.

SECTION 18: VOICE MESSAGING SUPPORT. Charge 100% to YB. Charge 10% of all space rental cost to YB. (Special instruction: Report to WCF billing process the agreed-upon monthly cost of each operational Voice Processing Application provided as Service NC. The contractor will operate the Headquarters voice mail systems, performing all necessary reprogramming and coordinating all maintenance. The contractor will also develop a standard approach to the implementation of voice mail throughout the Agency. The standards will be documented and delivered to the WAM in the form of Voice Messaging Operations Procedures and Standards (VMOS) suitable for publication as operational directives. Upon acceptance and EPA approval, the standards will be distributed to all EPA sites maintaining voice messaging systems.

The contractor, in response to TSRs submitted by the EPA program offices, will establish new mail boxes and provide initial training and on-going user support. The contractor will maintain records of inventory and payments for new mailboxes and maintenance charges and a record of which mail boxes serve contractor staff. The contractor will coordinate voice processing service delivery at any new locations in the Washington Metro area occupied by EPA staff. The contractor will also identify hardware and software upgrades and user training which might be beneficial to system effectiveness, and make formal recommendations to the Work Assignment Manager. Recommendations will be presented at least quarterly. The contractor is authorized to place calls to the Headquarters voice processing systems maintenance vendors to obtain all types of repairs and preventive maintenance.

The contractor will maintain an analysis of the Headquarters Voice Processing System as it relates to additional hardware which may be

required to meet growth over the next 12 months. This capacity planning analysis projects growth and identifies numbers of ports and amounts of storage which will be required. The refreshed analysis is due once each evaluation period at the end of the second month.

The contractor is responsible for obtaining information on the overall quality of the voice processing program, including obtaining from Agency users information on their concerns and perceived service limitations. Each feedback card as well as summaries will be provided to the WAM .

The contractor will communicate at least quarterly with Headquarters VMSCs, will provide training assistance coordination and develop and distribute training materials including a wallet-sized reference card. The contractor will maintain current information for EPA staff on developments and changes in voice processing technology, with particular emphasis on products for which EPA has purchase and maintenance contracts.

The contractor will support installation and operation of Octel Interactive Voice Response service in support of requirements of requesting programs.

To protect the Headquarters voice processing resource from failures, the contractor will implement after review and approval by the Chief, Headquarters Services Branch, a plan which provides rapid detection and repair of all voice processing system problems which result in widespread system unavailability or in unreliable service. This plan must address notification and repair of troubles 24 hours a day, including weekends and holidays. Because of the location of the XC1000 system, special consideration should be given to WIC hours and emergency plans.

The contractor will assist all EPA locations in technical planning, installation and operation of voice messaging systems. Working with Voice Messaging Site Coordinators (VMSC), who have been appointed by the field locations and Headquarters program offices and who request contractor assistance through the EPA Work Assignment Manager, the contractor will assist in establishing requirements for procurement of appropriate systems; in planning for system installation or upgrades (including training of site staff); in monitoring installation and test activities; in obtaining suitable maintenance; and in developing effective local management by the VMSC and other local staff. The contractor will maintain a central inventory of Agency voice processing systems.

The contractor will develop as deliverables for the Work Assignment Manager the procurement documents required for system maintenance for FY 1997 through FY 1999.

The contractor will coordinate efforts relating to voice processing



with the efforts required on the National Operations Support Work Assignment 97-04. The contractor will oversee a national voice mail program. The contractor staff at Headquarters will provide advice to EPA field offices in all matters concerning voice messaging policies, procedures and technology. Support to field locations on all operational matters will be provided by the contractor through Work Assignment 97-04 in accordance with the VMOS.

The contractor will maintain a plan to assure its staff are properly trained and certified in both XC1000 and MAXUM systems.

The contractor will develop cost and technical plans for deployment of Computer Telephony Integration with special emphasis on integration with Lotus Notes. The contractor will report on opportunities to evaluate the CTI technology in-house.

The contractor will procure maintenance from GSA Schedule for EPA Headquarters' two voice processing systems for the period October 1 through December 31, 1996. Effective January 1, 1997, the Government expects to have in place a fully competed multi-year voice processing system maintenance contract.

SECTION 19: PROJECT MANAGEMENT. Charge 100% to G0 (R4PO). Charge 10% of all space rental cost to G0.

Through its key personnel, the Project Manager and Deputy Project Manager, the contractor will oversee all aspects of its operation in Washington, RTP and at field sites. The PM and DPM will participate in the recurring work review meetings in Headquarters with the Project Officer and Work Assignment Managers, and will be the Federal staff's principal contact points for clarification of questions relating to work priorities, quality of performance, costs and billing practices, and contractor understanding of EPA goals. The PM and DPM will also serve as EPA's principal access to the contractor's corporate offices and resources at other locations.

#### **OTHER-THAN-LOCAL TRAVEL**

The destination, purpose and number of travel days for each authorized trip outside the Washington Metro area is documented in **Attachment B**. Travel may also be authorized by the Project Officer through approval of the contractor's expense request form. Within five working days of completion of each trip, the contractor will provide the Project Officer with a trip report documenting contacts, accomplishments, problems, and information received.

## ESTIMATE OF REQUIRED LABOR

In its work plan, the contractor will present its work plan labor estimates by function.

LABOR HOUR ESTIMATES FOR OCTOBER 1, 1996 THROUGH SEPTEMBER 30, 1996  
(ASSUMES 1900 HOURS PER FTE):

1. BLUE CHIP SUPPORT 3,800 hours	(2 FTE)
2. HEADQUARTERS CELLULAR SERVICES 380 hours	(0.2 FTE)
3. COMPUTER SUPPORT 6,270 hours	(3.3 FTE)
4. COST AND EXPENDITURE TRACKING (including property control) 11,400 hours	(6 FTE)
5. DIRECTORY SERVICES 7,980 hours	(4.2 FTE)
6. HEADQUARTERS OPERATIONS 49,400 hours (includes a 1900 hour allowance for installer overtime).	(25 FTE + 1 FTE OT)
7. INTERNATIONAL CONTRACT ADMINISTRATION 570 hours	(.3 FTE)
8. LOCATOR 7,600 hours	(4 FTE)
9. MANAGEMENT SERVICES 8,550 hours	(4.5 FTE)
10. NATIONAL LOCATOR 3,800 hours	(2 FTE)
11. PREPARATION OF USER GUIDES 380 hours	(.2 FTE)
12. PROCUREMENT SUPPORT 6,080 hours	(3.2 FTE)
13. RADIO FREQUENCY MANAGEMENT 2,090 hours	(1.1 FTE)

14. SECURE TELECOMMUNICATIONS CENTER	
4,180 hours	(2.2 FTE)
15. TECHNICAL EVALUATION	
5,700 hours	(3.0 FTE)
16. TELECONFERENCING SUPPORT	
10,070 hours	(5.3 FTE)
17. VIDEO CONFERENCING	
1,140 hours	(.6 FTE)
18. VOICE MESSAGING SUPPORT	
10,450 hours	(5.5 FTE)
19. PROJECT MANAGEMENT (PM, DPM)	
3,800 hours	(2.0 FTE)
TOTAL HOURS for October 1, 1996 THROUGH	
September 30, 1996:	
143,640 hours	(74.6 FTE + 1 FTE OT)

## ATTACHMENT A

1. The contractor shall maintain documentation on all cable installations in all buildings. All drawings compiled for the New Headquarters complex shall be done in CAD and maintained carefully to assure accuracy. These drawings shall be made available to the user community via the HQ Intranet.

2. The contractor shall participate on interdisciplinary teams with ETSD's Primary Support Contractor and other EPA representatives to address various technical design and support issues which arise during the fiscal year. Examples of this are the New Headquarters network design and implementation, and the implementation of in-bound fax traffic via DID. Dyncorp shall respond to Project Officer technical direction on work fitting into this category.

3. The contractor shall provide the administrative framework by which EPA will address all phases of the New Headquarters project telecommunications design and installation. This is a significant project that will require EIA/TIA 569 knowledge. The contractor will attend coordination meetings concerning all phases of all buildings, and which involve architects, planners, other contractors, GSA, EPA's new Headquarters project staff and other federal employees. Specific implementation planning is required for the pending relocation of approximately 1000 personnel to the Ronald Reagan Building in the summer of 1997. The contractor will specifically address a service strategy for the overall complex which will assure high quality maintenance and on-going service at that location.

4. The contractor shall continue with the evaluation of ISDN National standards and shall develop a recommendation to the Government which addresses technology suitable for the follow-on CPE contract. Upon acceptance of the contractor's recommendation by EPA, the contractor shall develop technical specifications for equipment.

5. The contractor shall coordinate all activities associated with two beta tests to be conducted with Octel Communications. These tests are for the products Octel Works II and Visual Mailbox. Test plans shall be developed in conjunction with the vendor and approved by the government. Regular status updates shall be provided weekly.

6. The contractor shall develop a technical specification for the acquisition of a high speed data communications service between two buildings in Crystal City. The contractor shall continue to evaluate other service offerings to determine the most expeditious and cost effective way to deliver 16 MB service between the two

buildings.

7. The contractor shall continue to develop tools for use with remote access program. The contractor will work with ETSD's Primary Support Contractor as instructed via technical direction, to participate in evaluation of new options.

#### **ATTACHMENT B**

Authorized Other-Than-Local Travel

Destination	Purpose	# Trips
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Time Period: October 1, 1996 - September 30, 1997.